

Terms of Use and Privacy Policy

Classic Heating & Cooling

Effective Date: [Insert Effective Date]

Classic Heating & Cooling (“Classic Heating & Cooling,” “we,” “us,” or “our”) respects your privacy and is committed to protecting your personal information. This Terms of Use and Privacy Policy explains how we collect, use, and safeguard your information when you interact with us through our website, phone, SMS (text messaging), email, social media, or in-person communication.

Information We Collect

We only collect personal information that you voluntarily and optionally provide to us. This may include:

- Name
- Phone number
- Email address
- Service address
- Billing details
- Information related to your heating, cooling, or service requests

Providing your personal information is completely optional. You are not required to submit personal data to browse our website or contact us.

How We Use Your Information

We may use the information you provide to:

- Respond to service requests or inquiries
- Schedule and confirm appointments
- Provide customer support
- Send updates regarding services or work being performed
- Communicate about estimates, invoices, or service-related matters

Classic Heating & Cooling **does not sell, rent, or share your personal information** with third parties for marketing or promotional purposes.

We may only share information:

- With your explicit consent
- When required by law
- With trusted service providers (such as website hosting or communication tools), who are obligated to protect your information

We may also use internal tools, including AI-based systems, to help manage and organize customer communications.

SMS (Text Messaging) Communications

If you **optionally choose** to provide your phone number and opt in to receive SMS messages, you consent to receive text communications from Classic Heating & Cooling.

SMS communication is used strictly for:

- Appointment scheduling and reminders
- Service updates
- Customer support responses

Important Notes:

- Opting into SMS is completely optional
- Message frequency varies based on your interaction
- Message and data rates may apply
- You can opt out anytime by replying **“STOP”**
- Your phone number will only be used for service-related communication

SMS delivery may be impacted by carrier or network limitations outside of our control.

Website Cookies & Analytics

Our website may use cookies and basic analytics tools to improve performance and user experience.

These tools:

- Track general website usage
 - **Do not collect personal information** unless you voluntarily provide it
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Data Protection & Security

We take reasonable administrative, technical, and physical measures to protect your personal information.

However, no communication method (including email or SMS) is 100% secure. Please avoid sharing sensitive personal or financial data through these channels.

Changes to This Policy

Classic Heating & Cooling may update this Privacy Policy at any time. Updates will be posted on our website.

Your continued use of our services indicates acceptance of any changes.

Your Rights

You have the right to:

- Request access to your personal data
 - Request corrections or updates
 - Request deletion of your information
 - Opt out of communications at any time
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Contact Information

For any privacy-related questions or requests, please contact:

Classic Heating & Cooling

106 McLean

Romeo, MI 48065

Phone: (586) 752-2665

Email: [Insert Email Address]